

Care Coordination Tool Issues: What can I do?

Description of Issue	Information to Note	Who to Contact
I have questions about membership information or claims.	-	<ul style="list-style-type: none"> Contact the appropriate MCO's representative for your organization. <ul style="list-style-type: none"> If you do not know who your MCO representative is, use the contact information below. If you have remaining issues in the tool after contacting your MCO representative, please contact the Altruista Help Desk at (855) 596-2491 or support@altruistahealth.com. Please send specific examples via secure email.
I need help navigating the CCT.	<ul style="list-style-type: none"> Review the CCT training materials here: https://www.tn.gov/tenncare/health-care-innovation/primary-care-transformation/care-coordination-tool.html 	<ul style="list-style-type: none"> Call the Altruista Help Desk at (855) 596-2491.
I need to reset my CCT password.	-	<ul style="list-style-type: none"> Contact your practice administrator. If you don't know your organization's practice administrator, email HCFA.SPIGCCT@tn.gov to request this information. Or call the Altruista Help Desk at (855) 596-2491.
We have a new staff member. How does he/she receive access to the CCT?	<ul style="list-style-type: none"> New staff members will need to fill out security forms to receive access to the CCT. 	<ul style="list-style-type: none"> Have the new staff member contact your practice administrator to request access to the CCT. If you don't know your organization's practice administrator, email HCFA.SPIGCCT@tn.gov to request this information.
I need additional training on the CCT.	<ul style="list-style-type: none"> Webinar training sessions are conducted by the State at least twice a year. On-site training opportunities will be available starting in April 2018. CCT training guides and videos can be found at: 	<ul style="list-style-type: none"> To find out when the next training sessions are, please contact Georgette Kubrussi at georgette.kubrussi@tn.gov. Information about on-site training opportunities will be communicated closer to April 2018.

	https://www.tn.gov/tenncare/health-care-innovation/primary-care-transformation/care-coordination-tool.html	
I have some questions about the PCMH or Health Link program design and implementation.	<ul style="list-style-type: none"> Refer to the PCMH or Health Link Provider Operating Manuals found on the state's website: https://www.tn.gov/tenncare/health-care-innovation/primary-care-transformation.html The Provider Operating Manuals can also be found in the Knowledge Library tab of the Care Coordination Tool. 	<ul style="list-style-type: none"> If you have additional program inquiries, please contact TennCare: <ul style="list-style-type: none"> PCMH Inquires: Meredith Gonsahn at Meredith.gonsahn@tn.gov Health Link Inquiries: Jasmine Randle at jasmine.randle@tn.gov or Mary Shelton at mary.c.shelton@tn.gov

MCO Contact Information

Amerigroup

- **PCMH**
 - Email: agptnPCMH@amerigroup.com
- **Health Link**
 - Email: agptnhealthlink@amerigroup.com

BlueCare

- **PCMH**
 - Email: GM_TennCarePCMH@bcbst.com
- **Health Link**
 - Email: Melissa_Isbell@bcbst.com

United Healthcare

- **PCMH**
 - Email: pcmh_payment_reform@uhc.com
- **Health Link**
 - Email: bh_payment_reform@uhc.com